

**Amendments to the Claims:**

For clarity, in currently amended claim 13, the listing of claims uses [[ ]] rather than strikethrough to indicate deletion.

**Listing of Claims:**

**Claim 1 (original):** A method for managing electronic communications:

recording a direction of a first electronic communication between a first entity and a second entity;

determining a duration required for said second entity to process said first electronic communication;

storing said electronic communication, said direction, said duration, and identities of said first and said second entities in a database with at least one other data record of a second electronic communication;

establishing a standard duration from said first and said second communications; and,

comparing subsequent electronic communications to said standard duration, whereby productivity of communicating entities may be determined through electronic communications.

**Claim 2 (original):** The method of claim 1 further comprising the step of graphically presenting said first and said second communications.

**Claim 3 (original):** The method of claim 1 further comprising the steps of:

receiving a plurality of user-defined standards; and

alerting a user when a communication violates one of said plurality of standards.

**Claim 4 (original):** The method of claim 1 further comprising the step of reading a message-specific standard duration from metadata of a received electronic communication.

**Claim 5 (original):** The method of claim 1 further comprising the steps of:

determining a subject matter for each received communication; and

storing said determined subject matter in said database in the data record for that electronic communication.

**Claim 6 (original):** The method of claim 5 wherein the step of determining the subject matter further comprises reading subject matter data from said metadata.

**Claim 7 (original):** The method of claim 5 wherein said first entity and said second entity are users and further comprising the steps of:

determining for each said user the time applied by that user to a selected subject matter; and

providing each said user with a rank in response to said time determining step.

**Claim 8 (original):** The method of claim 7 further comprising the step of associating said rank with business data.

**Claim 9 (original):** The method of claim 1 wherein said electronic communications further comprise telephone calls.

**Claim 10 (original):** The method of claim 1 wherein said electronic communications further comprise e-mails.

**Claim 11 (currently amended):** The method of claim 1 [[10]] wherein said electronic communications further comprise video data.

**Claim 12 (original):** The method of claim 1 wherein said electronic communications further comprise transferred data files.

**Claim 13 (currently amended):** The method of claim 12 wherein said transferred data files further comprise mixed-media [[mixed media]] data.

**Claim 14 (original):** The method of claim 1 wherein said electronic communications further comprise instant messaging.

**Claim 15 (original):** The method of claim 1 wherein said electronic communications further comprise image files.

**Claim 16 (original):** The method of claim 1 wherein said step of establishing a standard duration further comprises establishing said standard duration using the size and data format of the electronic communication.

**Claim 17 (currently amended):** A system for managing electronic communications, comprising:

means for recording a direction of a first electronic communication between a first entity user and a second entity user;

means for determining a duration required for said second entity to process said first electronic communication;

a database for storing said electronic communication, said direction, said duration, and identities of said first and said second entities users, said database storing at least one other data record of a second electronic communication;

means for establishing a standard duration from said first and said second communications; and,

means for comparing subsequent electronic communications to said standard duration,

whereby productivity of communicating entities may be determined through electronic communications.

**Claim 18 (original):** The system of claim 17 further comprising means for graphically presenting said first and said second communications.

**Claim 19 (original):** The system of claim 17 further comprising:

means for receiving a plurality of user-defined standards; and

means for alerting a user when a communication violates one of said plurality of standards.

**Claim 20 (original):** The system of claim 17 further comprising means for reading a message-specific standard duration from metadata of a received electronic communication.

**Claim 21 (original):** The system of claim 17 further comprising:

means for determining a subject matter for each received communication; and

means for storing said determined subject matter in said database in the data record for that electronic communication.

**Claim 22 (original):** The system of claim 21 wherein the means for determining the subject matter further comprises means for reading subject matter data from said metadata.

**Claim 23 (original):** The system of claim 22 further comprising:

means for determining for each said user the time applied by that user to a selected subject matter; and

means for providing each said user with a rank in response to said time determining step.

**Claim 24 (original):** The system of claim 23 further comprising means for associating said rank with business data.



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